

THE OLD CHURCH SURGERY

PRACTICE NEWSLETTER – FEBRUARY 2016

DR. SHEREEN RAHMAN

The Practice is delighted to announce that Dr Shereen Rahman will be joining the Old Church Surgery with effect from April 2016. Initially, Dr Rahman will be working two sessions a week but this will increase over the coming months.

Dr Rahman graduated as a doctor from Guys and St Thomas' Medical School (London) in 1995 and completed her GP training in 2000. Dr Rahman has been awarded a Fellowship by the Royal College of General Practitioners for her innovative leadership and improvements to patient care within General Practice.

In 2003, Dr. Rahman achieved a Postgraduate Diploma in Clinical Dermatology and has been the Clinical Lead for the Waltham Forest Community Specialist service for the past 12 years. She also performs Dermatology surgical procedures, including skin cancer surgery for NHS patients within the local area.

CHANGES TO PRACTICE OPENING TIMES

With effect from Wednesday 23rd March 2016, the Practice will also open and offer appointments on a Wednesday afternoon. The Practice list size is continuing to grow at a very fast rate and our premises are not large enough to accommodate the clinical sessions needed each week. Both doctors and our Nurse Practitioner, Pauline will hold clinics on this afternoon.

The Practice currently offers extended opening hours Tuesday and Friday morning 07.30 – 08.00 and Monday evening 18.30 – 20.00. With effect from week commencing Monday 21st March 2016, the Practice will also offer further late appointments on a Wednesday evening 18.30 – 19.00.

PAULINE MAGUIRE, ADVANCED NURSE PRACTITIONER

Many of you will have already met Pauline who joined the Practice in September 2015 and is a great asset to our clinical team. Pauline is able to offer appointments and treatment for minor illnesses and provides an emergency triage service to support Practice doctors.

An Advanced Nurse Practitioner is a senior Nurse who provides evidence based, high-quality care for patients needing both urgent/acute and chronic long term conditions care. Pauline has advanced diabetes management skills and also supports Dr James in the provision of diabetes care for Practice patients.

Pauline is also a Nurse Prescriber so is able to prescribe for patients autonomously without the need for patients to see one of the doctors.

We are pleased to advise that Pauline has now increased the number of clinical sessions she works and subsequently the Practice has been able to increase the number of emergency and nurse appointments available each week.

Premises Update

As many of you are aware, the Old Church Surgery is currently experiencing problems with its current premises. Historically, the Practice had applied for planning permission to extend the current building to provide additional clinical space and enlarge the reception area. Unfortunately, the local authority turned down this request and the Practice has been struggling for some time to accommodate the number of clinical sessions needed for a practice of our size. The Practice has been looking for some time for more suitable premises since the current building is no longer adequate to provide high quality services to our growing practice list. In addition, the lease held between the

Practice and its landlord has expired so a longer term solution to the problem needs to be found as quickly as possible.

Waltham Forest CCG and NHS Property have been working with Old Church Surgery to find a suitable location from which general practice services can be delivered.

A number of NELFT (North East London Foundation Trust) community services are currently looking to vacate from Silverthorne Medical Centre in Chingford. Waltham Forest CCG is keen to create a local community hub on this site it is therefore the CCGs intention to move The Old Church Surgery and another practice into this building where it will share the site with community and acute services. Conversations are being held with the current building service providers to create a timeline for this move and to plan the relocation of the Old Church Surgery into the site once NELFT services vacate the building. The doctors of the Old Church Surgery feel that this move to the Silverthorne Centre is a positive move for both Practice staff and patients. This will allow the Practice to grow and continue to offer higher quality service.

There is no need for any patients to be concerned. The Practice is committed to continuing to provide the best possible service it can to patients and aims to keep any disruption to a minimum. As news becomes available, the Practice is committed to keeping patients informed throughout the process.

Patient Participation Group

The Old Church Surgery is keen to seek patient's views by inviting patients to sign up to its Patient Participation Group (PPG). Historically, a virtual group has been in place and the Practice has communicated with its patients via email in order to seek their view on the services offered by the Practice.

The Practice is keen to develop the group further by arranging bi-monthly meetings in 2016. PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet the needs of the local community.

PATIENT PARTICIPATION IS:

- patients working in partnership with the Practice and other local organisations to improve services;
- the opportunity to give patients a clearer understanding and knowledge of the Practice and its staff;
- the opportunity to suggest positive ideas and suggestions;
- to foster improved communication between the Practice and its patients;
- working constructively and positively to help identify solutions

PATIENT PARTICIPATION IS NOT:

- a forum for complaints;
- time consuming to be a member of the group;
- a vehicle to resolve individual personal issues

We would like to invite you to become a member of this group. If you are able to spare an hour and a half every 2 months, we would love to hear from you. If you are able to help or would simply like more information, please ask a member of the reception team for a form to complete or sign up online via the Practice website www.oldchurchsurgery.org.uk

The first meeting of the Old Church Surgery PPG is scheduled for Thursday 17th March 2016 between 6.30pm – 8pm
